

FY08 Wyoming Consumer Survey Project Administration Methodology

May 15 – September 8, 2008

The goal of the Consumer Survey Project is to obtain evaluations of mental health and substance abuse services from consumers. These evaluations are used to report client outcomes and system performance indicators. Data can be used to inform continuous quality improvement activities. Three surveys will be administered for mental health evaluations to 1) adults, 2) parents and caregivers of children and adolescents, and 3) adolescents. One survey instrument will be used for both substance abuse evaluations of adult and youth consumers.

Three options are being offered for survey administration. In an effort to enhance consumer involvement, we are offering two options that would provide trained peer specialists or consumer hosts to explain the survey to consumers as they come in and assist in providing a comfortable, encouraging environment for consumers to complete the survey at your facility. Each center may choose the option they wish to use.

Option 1: Wait room survey with no consumer or peer support.

Option 2: Wait room survey with CMHC/SAC peer specialist support. Training will be provided to your peer specialists so they can serve as a survey host.

Option 3: Wait room survey with UPLIFT/NAMI/WYSAAG consumer support. For centers that do not have peer specialists on staff. Training will be provided to consumers from your area to serve as hosts.

NOTE: For Options 2 & 3, trainings will be scheduled in June or July and can be conducted via conference call or in person. Stipends will be provided to peer specialists and consumer hosts. Provider agencies are asked to contact UPLIFT to coordinate these services and supports.

Key components of survey administration this year:

- An effort is being made to allow centers flexibility in when they administer the surveys to get the best response rate to adequately reflect consumer participation in their individual programs.
- All surveys should be administered between May 15 and September 8, 2008.
- All completed surveys should be sent to UPLIFT for data entry. Centers are encouraged to mail completed survey packets to UPLIFT on a regular basis (to reduce impact on UPLIFT data entry process).
- Packets of survey instruments will go out this week (May 12-16) through the MHSASD office. This will expand opportunities for centers to survey participants in their spring and summer youth programs.
- Centers wishing to classify data for specific programs being surveyed will need to designate subgroup/subpopulations/program on the upper right hand corner of **each** survey instruments before they are returned to UPLIFT for data entry.
- Centers need to place a note in the last packet of completed surveys being mailed to UPLIFT to indicate that it is the last packet from your center.

- The deadline to return all surveys to UPLIFT is Sept 15th (This gives one week mailing time).

Return completed surveys to:

UPLIFT

4007 Greenway, Ste. 201

Cheyenne, WY 82001

Optional Focus Groups

Consumers will have opportunity to participate in focus groups conducted in their communities to discuss 2007 data from their CMHC. Nancy Callahan will work with Marla Smith to develop focus group questions. UPLIFT, NAMI and WYSAAG will partner to host local focus groups in areas where there is indicated interest for this activity. All focus groups must be completed by October 15, 2008.

Work Plan

SURVEY ADMINISTRATION	RESPONSIBLE PARTIES	TIMELINE
Develop contract with NAMI Wyoming to assist with consumer hospitality rooms. NAMI will provide stipends and expenses for consumers to participate.	UPLIFT/Peggy Nikkel	May 30
Work with WAMHSAC to determine available dates for distribution of a waiting room survey this summer	Marla Smith	May 1
Work with WAMHSAC to determine any needed revisions to the survey instruments	Marla Smith, Nancy Callahan	ASAP
Copy surveys and deliver survey packets to centers	MHSASD	May 10 – June 15
Identify additional hospitality room hosts through organizational communication and newsletters.	UPLIFT, NAMI, WYSAAG	May & June
Provide phone call support and a fact sheet to assist in training location hosts.	UPLIFT, Nancy Callahan	June & July
Coordinate a schedule for hosts at each of the CMHCs who select a consumer supported option.	UPLIFT	June & July
Administer wait room survey with clients receiving services at CMHCs.	CMHC's , Peer Specialists & Consumer Hosts (depending on option)	May 15- September 8
Completed surveys will be sealed in box and returned to UPLIFT, 4007 Greenway, Ste. 201, Cheyenne, WY 82001	CMHCs	On-going with deadline for submittal September 15
Data from completed surveys will be entered into Access database	UPLIFT	September 15-October 15
Access database will be delivered to IDEA/Nancy Callahan	UPLIFT	October 16
Data analyzed and reports developed	IDEA/Nancy Callahan	October 17- December 1
Disks containing center specific data will be sent to centers	UPLIFT	November 1
Final reports presented to MHSASD & WAMHSAC	IDEA/Nancy Callahan	December 1

FOCUS GROUPS	RESPONSIBLE PARTIES	TIMELINE
Select locations and dates for focus groups based on consumer response.	MHSASD, UPLIFT	June - July
Develop flyers to promote focus groups.	UPLIFT	June - July
Disseminate focus group flyers to consumer and family groups. Personally invite consumers indicating a desire to participate.	MHSASD, UPLIFT, NAMI, WYSAAG	July - August
Facilitate focus groups using data reports from the Fall 2007 Survey. Discuss results with consumers.	IDEA/Nancy Callahan	August - October
Disseminate results to MHSASD, WAMHSAC, UPLIFT, NAMI, & WYSAAG.	IDEA/Nancy Callahan	December 31